

GUIDEWELL
Source

Family of Companies

First Coast Service Options

Novitas Solutions

GuideWell Allegiance

First Coast University Getting Started Guide

Getting Started with eLearning

Create Your Own Account

Open the First Coast Service Options website (<https://medicare.fcso.com>) and navigate to **Education > First Coast University > Create and Account**. Once your account request has been approved, you can access the system and begin taking training.

**GUIDEWELL
LEARNING**

ACCOUNT DETAILS

Login Name (enter email address) *	Password *
<input type="text"/>	<input type="password"/>
First Name *	Middle Name
<input type="text"/>	<input type="text"/>
Last Name *	Email *
<input type="text"/>	<input type="text"/>
Email Format (Recommend HTML) -Select-	User Language * -Select-
Time Zone * -Select-	

CONTACT & OPTIONAL DETAILS

Address 1 *	Address 2
<input type="text"/>	<input type="text"/>
City *	State Name *
<input type="text"/>	<input type="text"/>
Country	Zip Code *
<input type="text"/>	<input type="text"/>
Organization *	Phone
<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Subscribe to Emails	NPI # *
	<input type="text"/>

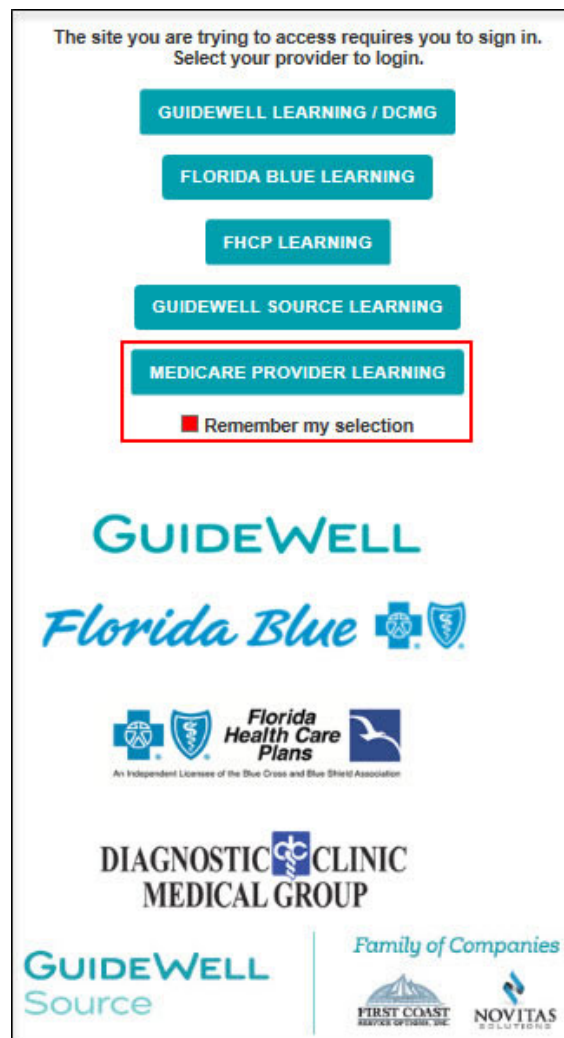
AFTER YOU CLICK THE SAVE BUTTON, YOUR REQUEST WILL BE SENT TO AN ADMINISTRATOR FOR APPROVAL. ONCE YOUR ACCOUNT REQUEST HAS BEEN APPROVED YOU WILL BE SENT AN EMAIL THAT CONTAINS YOUR USERNAME AND A LINK FOR LOGGING ON. DO NOT USE THE SIGN IN PAGE YOU GET RIGHT AFTER CLICKING SAVE.

1. Enter the required account details.
 - ▶ Fields marked with an asterisk (*) are mandatory

Note: Email Format - Select **HTML** to ensure email links are active.
2. Click Submit.
 - ▶ Accounts require approval, you'll have to wait until it is approved before you can log in with your new account. You will receive an email with instructions on what to do next.

Log On Issue

If you experience a log on issue, such as an incorrect URL, you may be taken to the page shown below. Selecting **Medicare Provider Learning** (providers) or **GuideWell Source Learning** (GuideWell family employees) will take you to the **Sign In** page.



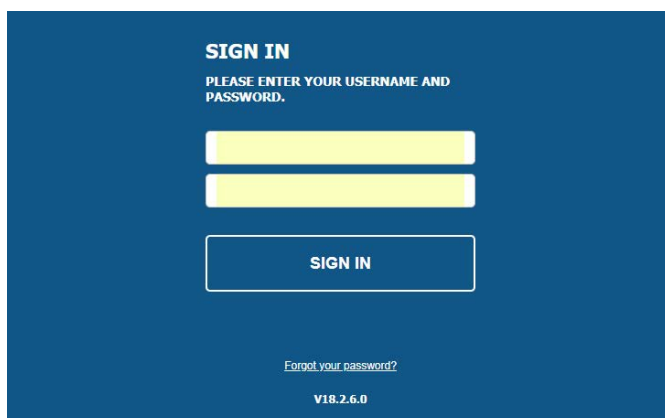
1. Select **Remember my selection**.
2. Select **Medicare Provider Learning**.

Log on

The first time you access the **Sign In** page, you will be prompted to enter the username and password that have been assigned to you.

Note: Your first login attempt for an account cannot be made from a mobile phone. You also cannot log in from a mobile phone, if you are required to reset your password first, or if you have not yet configured answers to your security questions.

1. Navigate to the login page by clicking the URL link in the email.



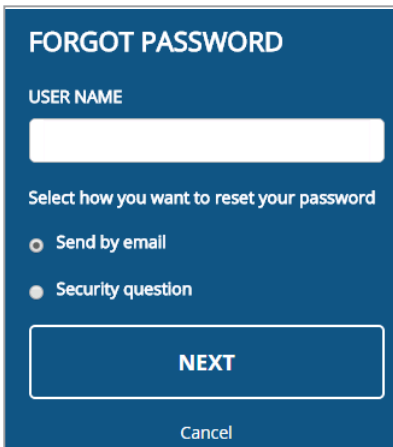
2. Enter your **Username** and **Password**.
3. One of the following occurs:
 - ▶ If you have not specified security questions and answers for password recovery, the **Personal Security Questions page** appears. It is recommended that you specify these questions and answers so you can reset your password from the login page if you forget it.
 - ▶ Otherwise, your home page appears.

You can change your password after you have successfully logged on to the system. If you forget your password, click the **Forgot your password?** link on the logon page.

Reset Your Password

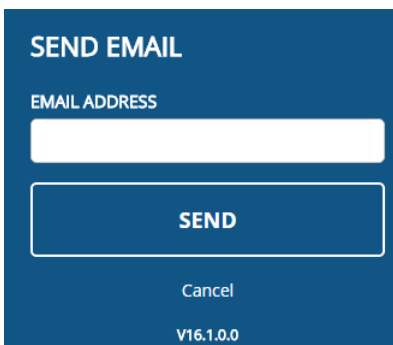
If you forgot your password, you can reset it without having to log in, either by answering security questions or accessing a secure link in an email.

1. Click **Forgot Your Password?** on the login page.
2. Enter your User Name.
3. Select the recovery method.
 - ▶ To receive an email with a link to reset your password, select **Send by email**.
 - ▶ To reset your password by answering your security questions, select **Security question**.



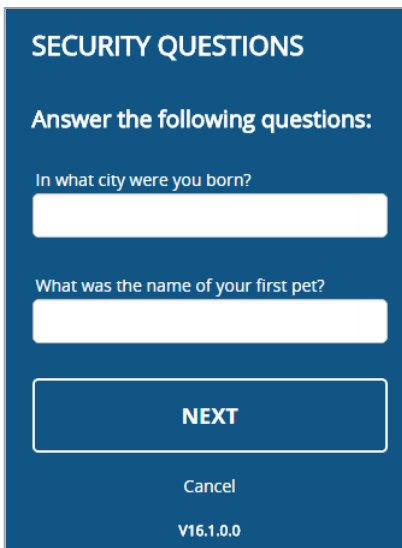
The screenshot shows a dark blue form titled "FORGOT PASSWORD". It contains a white input field for "USER NAME". Below the input field is the text "Select how you want to reset your password". There are two radio button options: "Send by email" (which is selected) and "Security question". At the bottom of the form is a large white button with the text "NEXT" and a smaller "Cancel" link below it.

4. Click **Next**.
5. If you selected **Send by email**:
 - a) Enter your **Email Address**. This should match your system-stored email address.
 - b) Click **Send**. The system sends an email to the specified address, with a link to reset your password.



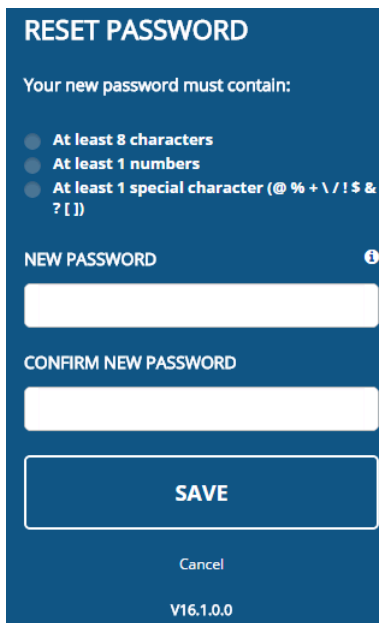
The screenshot shows a dark blue form titled "SEND EMAIL". It contains a white input field for "EMAIL ADDRESS". Below the input field is a large white button with the text "SEND" and a smaller "Cancel" link below it. At the very bottom of the form, the version number "V16.1.0.0" is displayed.

6. If you selected **Security question**:
- Enter the answer to each question.




The screenshot shows a dark blue modal window titled "SECURITY QUESTIONS". Below the title, it says "Answer the following questions:". There are two text input fields. The first is labeled "In what city were you born?". The second is labeled "What was the name of your first pet?". At the bottom, there is a large white button with the text "NEXT", a smaller "Cancel" link, and the version number "V16.1.0.0" at the very bottom.

- Click **Next**.




The screenshot shows a dark blue modal window titled "RESET PASSWORD". Below the title, it says "Your new password must contain:". There are three bullet points with radio buttons: "At least 8 characters", "At least 1 numbers", and "At least 1 special character (@ % + \ / ! \$ & ? [])". Below this is a "NEW PASSWORD" label with an information icon (i) and a text input field. Below that is a "CONFIRM NEW PASSWORD" label and another text input field. At the bottom, there is a large white button with the text "SAVE", a smaller "Cancel" link, and the version number "V16.1.0.0" at the very bottom.

- Enter your new password in the **New Password** and **Confirm New Password** fields. To view additional password limitations (such as minimum length and restricted characters), hover your cursor over  .
- Click **Save**.

Change Your Password

Log into the system.


1. In the Header menu, click .
2. Click **Change Password**.

CHANGE PASSWORD

Old Password


Your new password must contain

- At least 8 characters
- At least 1 numbers
- At least 1 special character (@ % + \ / ! \$ & ? [])

New Password 

Retype New Password


CHANGE PASSWORD

3. Enter your current password in the **Old Password** field.
4. Enter your new password in the **New Password** and **Retype New Password** fields. To view additional limitations on your password (such as minimum length and restricted characters), hover your cursor over .
5. Click **Change Password**.

Change Answers to Your Password Security Questions

Note: You cannot answer security questions to reset your password until you have completed this process.

If you forget your password and your password policy allows it, you can answer a randomized pair of security questions. If you provide the correct responses, you can reset your password.

1. Log into the system.
2. In the Header menu, click .
3. Click **Change Security Questions**.

PERSONAL SECURITY QUESTIONS

* Required Field

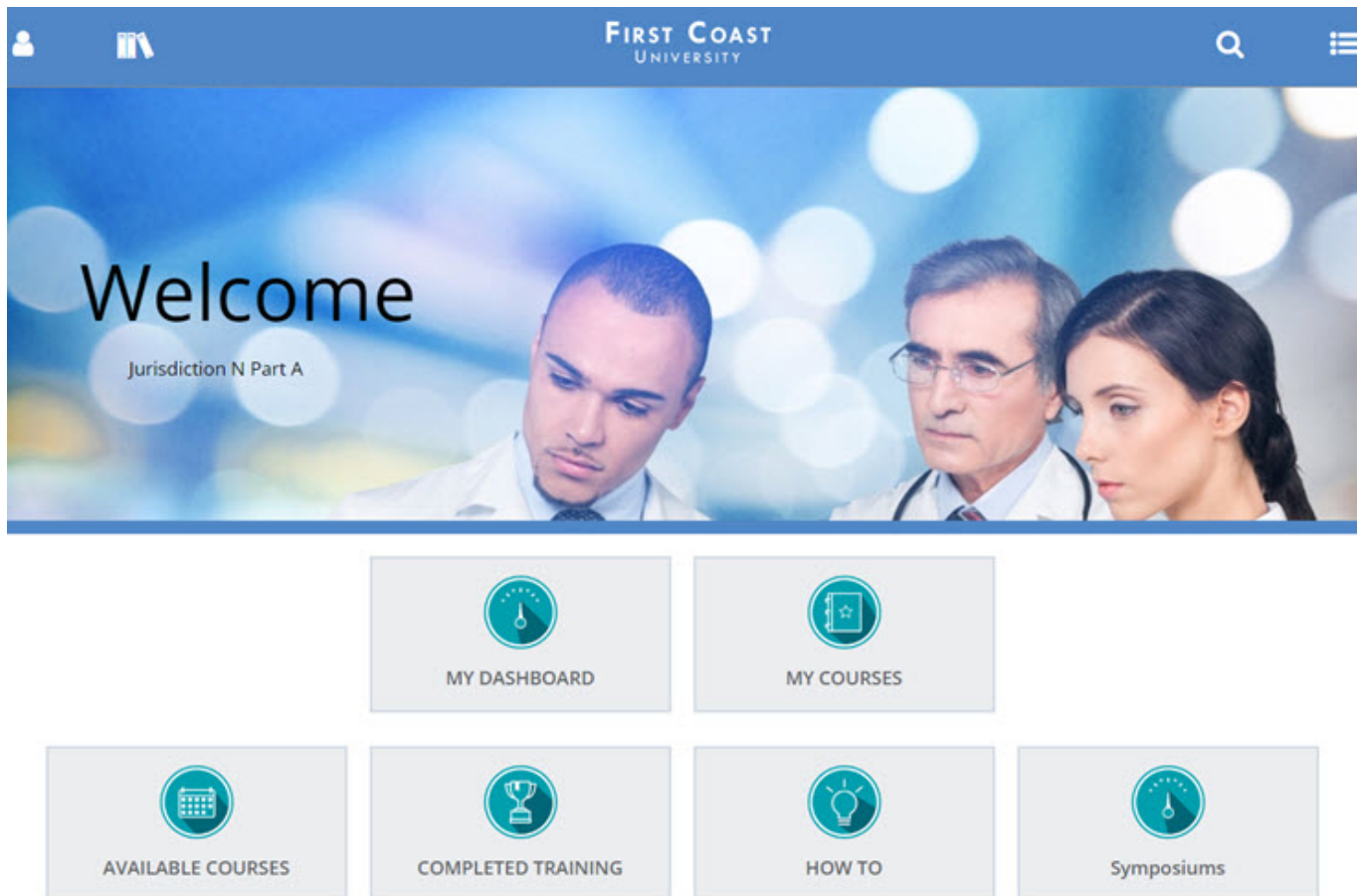
* Question:	<input type="text" value="Select One"/>
* Answer:	<input type="text" value="Answer"/>
* Question:	<input type="text" value="Select One"/>
* Answer:	<input type="text" value="Answer"/>
* Question:	<input type="text" value="Select One"/>
* Answer:	<input type="text" value="Answer"/>

Note: You must provide a **Question** and **Answer** for each. Answers are not case-sensitive.




4. Select your preferred Questions.
5. For each question, provide an **Answer**. You must provide this exact response when you attempt to recover your password.
6. Click **Save**.

Navigate the First Coast University Home Page

After you log in, SumTotal automatically redirects you to your home page. This is a dashboard based on your role (on the next page), and should resemble the following:



From here, you can:

- View your **Timeline**  to see what tasks you need to accomplish
- Use **Enterprise Search**  to find information such as learning activities, employees, or menu items
- Access the **Library**  to browse for training
- Use the menus to navigate to a variety of pages

Customer Support

If you need additional help, please contact your learning administrator at eLearning@fcso.com.